ABSTRACT OF THE DISCLOSURE

An inquiry support program that helps a server receive instructions from an operator, reducing the possibilities for the operator to return a wrong response. When a service process issues an inquiry to the operator, the server stores the inquiry in an inquiry buffer (step S1). The server receives a first delivery request from a first client on the network, which causes the inquiry pending in the inquiry buffer to be retrieved and sent to the first client over the network (step S2). At the first client, the operator answers the inquiry. Upon receipt of the reply from the first client, the server passes it to the requesting service process, as well as storing the original inquiry and corresponding reply in a log memory (step S3). When a second delivery request is received from a second client on the network, the server retrieves log records from the log memory and sends them to the requesting second client (step S4).